

Part I: General Questions

- Q. Please state your name, title, and business address.
- A. Lance C. Honea, Chief Executive Officer and Secretary of the Applicant, Access One, Inc. My business address is 125 North Halsted, Fourth Floor, Chicago, Illinois 60661. My business telephone number is (312) 441-1000.
- Q. Please provide the name, address, telephone, and fax number of the person at Access One who will be responsible for working with the Commission's Consumer Services Division for complaint resolution.
- A. Mark Jozwiak
Vice President
Access One, Inc.
125 North Halsted, Fourth Floor
Chicago, IL 60661
Tel: (312) 441-1000
Fax: (312) 441-1010
- Q. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.
- A. Yes. As explained in its Application, Access One requests waivers of Parts 710, 720, and 725, and 735.180. The request to waive Part 710 is addressed below. Part 720 imposes requirements applicable to entities that have constructed and/or installed telecommunications facilities and equipment in the State. Access One does not intend to construct and/or install telecommunications facilities and/or equipment in Illinois (nor has it done so in the past). Upon the recommendation of Commission staff, Access One is seeking facilities-based authorization to ensure that it may purchase/lease unbundled network elements ("UNEs"), including UNE platform, from incumbent local exchange carriers ("ILECs"). In the absence of installed equipment and facilities, it would be impossible for Access One to comply with Commission rules and regulations that address the construction and/or installation of specific facilities and/or equipment. A grant of the requested waivers promotes the State's articulated policy, which includes reducing "the economic burdens of regulation . . . to the extent possible consistent with the furtherance of market competition and protection of the public interest." 220 ILCS 5/13-103. Access One also seeks a waiver of Part 735.180, pertaining to telephone directories.

OFFICIAL FILEI.C.C. DOCKET NO. 00-0542Apple Exhibit No. 1

Witness _____

Date 9/14/00 Reporter DK

Q. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 772.55(a)(1), Billing and Part 772.100(d) Notices?

A. Yes.

Q. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?

A. Yes.

Q. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?

A. Yes, with respect to its provision of local services although it requests a waiver of Part 735.180, pertaining to telephone directories. The Company also seeks a waiver of Part 735 with respect to its provision of resold interexchange services.

Q. Who will provide customer repair service for your company?

A. Because the quality and reliability of all services provided in Illinois by Access One are of vital concern to Applicant and its customers, Access One intends to work closely with its underlying carriers to resolve all repair issues. Access One intends to assume principal authority for providing customer repair service, to the extent the participation or assistance of Access One is necessary and appropriate.

Q. How many people does the company employ?

A. The Company currently employs 13 persons.

Q. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?

A. Yes. Access One currently abides by these requirements under the terms of its original certification.

Q. Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

A. Yes.

Q. Does your company plan on filing to become an Eligible Telecommunications Carrier?

A. No, not at this time.

Q. Does the company realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link Up Programs if it is not an eligible carrier?

A. Yes.

Q. Will your company offer all of the waivers associated with the Universal Telephone Service Assistance Programs (UTSAP)?

A. Yes.

Q. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?

A. Yes. Access One currently abides by these requirements under the terms of its original certification.

Q. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

A. Yes.

Q. Has your company signed and returned membership forms to the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC")?

A. Yes.

Q. Please describe your company's internal process for complaint resolution, the escalation process within your company, and when a customer is notified that they may contact the Illinois Commerce Commission for assistance.

A. Applicants or customers with complaints may reach an Access One customer service representative during normal business hours by dialing either of the Company's toll-free customer service numbers: (800) 804-8333 or (877) 222-

3376. During the first contact, the customer service representative will consider the applicant or customer's allegations and offer explanations if necessary. Because customer service representatives are authorized to act on behalf of the Company, they also may resolve complaints on an informal basis. Under Company procedures, if a complaint cannot be resolved informally during the initial contact, a customer service representative then notifies the dissatisfied caller of his or her right to have a complaint considered and acted upon by the Company's supervisory personnel. If the customer were to remain dissatisfied after contacting Company supervisory personnel, the customer would be (1) notified that he or she may contact the Illinois Commerce Commission for assistance and (2) provided with the address and telephone number of the Commission's Consumer Affairs Division.

Q. Will the company file tariffs for all services and charges associated with providing local telephone service?

A. Yes.

Q. How does your company plan to solicit customers once it begins to provide local service?

A. The Company currently provides local service on a resale basis and thus has a sales force and marketing efforts in place. At least initially, the Company intends to rely upon its existing sales force and these marketing efforts to solicit additional customers and continue building its customer base.

Q. Will your company abide by federal and state slamming laws?

A. Yes.

Q. Has your company written guidelines to prevent the unauthorized slamming of local exchange customers?

A. Yes.

Q. Has your company provided service under any other name?

A. No.

Q. Have any complaints or judgements been levied against the company? (Instate, out-of-state, or FCC).

A. No.

Part II: 911 Questions

Q. Please provide the name, address, telephone and fax number of the 911 contact person for your company.

A. Mark Jozwiak
Vice President
Access One, Inc.
125 North Halsted, Fourth Floor
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Fax: (312) 441-1010

Q. Will your company ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

A. Yes, to the extent the Company is in a position to ensure such a result. Access One intends to work closely with its underlying local carrier(s) regarding the handling of 911 traffic.

Q. Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?

A. Yes, to the extent such efforts are not duplicative of those undertaken by the Company's underlying carrier(s).

Q. Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?

A. Yes.

Q. Who will be responsible for building and maintaining the 911 database for your local exchange customers?

A. Access One intends to work closely with its underlying local carrier(s) regarding the building and maintenance of the 911 database with respect to Access One's local exchange customers. Access One anticipates that this issue will be addressed in greater detail in the Company's interconnection agreement(s).

Q. How often will your company update the 911 database with customer information?

A. Access One will provide updates to the 911 database administrator(s) when necessary (e.g., when the Company obtains a new local exchange customer or is advised of a customer change warranting an update).

Q. Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharge?

A. Yes.

Q. Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?

A. Yes.

Q. Will your company's proposal require any network changes to any of the 911 systems?

A. No.

Q. Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?

A. Access One intends to rely upon its underlying carrier for compliance with call box requirements. Access One does not intend to construct and/or install telecommunications facilities and/or equipment in Illinois. Because the Company does not intend to construct and/or install facilities and equipment in Illinois, Commission requirements pertaining to the installation of call boxes are not applicable in this case.

Q. Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?

A. No.

Financial Questions

- Q. (Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?
- A. Access One was granted a waiver of Part 710 in 1996, when it was certificated to provide telecommunications services to Illinois consumers on a resale basis. The reasons advanced in that original application remain applicable today. Further, no reason exists to rescind the waiver granted in 1996. A waiver of Part 710 with respect to a competitive provider such as Access One is consistent with the State's findings and public policy as articulated in the Public Utilities Act, 220 ILCX 5/13-102 and 103.
- Q. Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")?
- A. Yes.
- Q. Will the Applicant's accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?
- A. Yes. Because it maintains its records in accordance with GAAP, Access One's accounting system will allow the Commission to evaluate the Company's operating results and financial condition.
- Q. Will Applicant's accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?
- A. Yes. It is Access One's understanding that GAAP, not USOA, is the accounting procedure typically adopted by competitive telecommunications carriers. Consequently, because the Company is a competitive carrier, the Company's use of GAAP will enhance uniformity in substantive results among competitive telecommunications companies.
- Q. Will Applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?
- A. Yes.
- Q. Does Access One maintain an accounting or billing system that provides sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns?

- A. Yes. Access One's billing system provides sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns.
- Q. If a waiver of Part 710 is granted, will applicant provide annual audited statements of all periods subsequent to granting of the waiver?
- A. Yes, upon request of the Illinois Commission Access One will provide audited statements of specified periods subsequent to the grant of the waiver.
- Q. Does Applicant agree that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?
- A. Yes.